Violence and Aggression Prevention Training Protocol

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NHS Shetland Document Development Coversheet*

Name of document	Violence and Aggression Prevention Training Protocol		
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Executive lead	Lorraine Hall, Director of Human Resources and Support Services		
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Health, Safety and Wellbeing Committee		

Date	**Version**	**Group**	**Reason**	**Outcome**
07 May 26	1.0	Health, Safety and Wellbeing Committee	C/S, FA	FA

Examples of reasons for presenting to the group	**Examples of outcomes following meeting**
• Professional input required re: content (PI)	• Significant changes to content required – refer to Executive Lead for guidance (SC)
• Professional opinion on content (PO)	• To amend content & re-submit to group (AC&R)
• General comments/suggestions (C/S)	• For minor revisions (e.g. format/layout) – no need to re-submit to group (MR)
• For information only (FIO)	• Recommend proceeding to next stage (PRO)
• For proofing/formatting (PF)	• For upload to Intranet (INT)
• Final Approval (FA)	• Approved (A) or Not Approved, revisions required (NARR)

Please record details of any changes made to the document in the table below

Date	Record of changes made to document
March 2026	Downgrade existing policy to a local V&A Prevention Training Protocol to support the new National “Work-Related Violence and Aggression” Once for Scotland Policy.

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1. Executive Summary

The Violence & Aggression Prevention Training Protocol:

- Supports the Once for Scotland – Work-related Violence & Aggression Policy Work-related Violence and Aggression Policy Overview | NHS Scotland and provides local context Explains the legislative framework within which the policy has been developed.
- Makes explicit the organisation's commitment to managing violence and aggression.
- Highlights the importance of the relationship between staff and patient safety in relation to violence and aggression.
- Contains a summary of the practical arrangements in place to manage violence and aggression across the organisation.

2. Scope and Application

NHS Shetland (The Board) recognises that violence and aggression towards employees is unacceptable and that employees have the right to be able to perform their duties without fear or abuse or violent acts. No employee should consider violence or abuse to be an acceptable part of their employment.

This protocol applies to all staff, including temporary and agency staff, contractors, volunteers, students and those on work experience. It supports the broader safety related arrangements contained within NHS Shetland's Health and Safety Policy and applies along with other local Procedures, to the management of violence and aggression in the workplace. The Protocol applies to all situations in which violence may occur, arising in connection with the duties and activities of our staff at work.

3. Aims of the Protocol

- Support the national Once for Scotland – Work Related Violence & Aggression Policy and formalise local arrangements that go above and beyond the scope of the generic national policy.
- To increase staff awareness of the issues relating to violence and aggression in the workplace.

- To demonstrate NHS Shetland's commitment to equip staff with the safety interventions required
- To provide appropriate levels of training in violence and aggression prevention to meet the Board's duty of care and ensure staff remain safe at work.
- To advise staff on the arrangements in place for providing and implementing training, post incident de-briefing, guidance and support for staff.

4. Training

The Board will evaluate training requirements by undertaking a training needs analysis (TNA) based upon the risk assessment process within individual departments, as it relates to violence and aggression. The Board will provide a range of training programmes for staff, dependent upon the level of risk in accordance with a risk assessment for their area of work. This training can range from, but not limited to, managing difficult telephone conversations, de-escalation techniques and high-risk emergency intervention training, dependent upon the needs of the service area.

NHS Shetland will follow the framework set out by the Crisis Prevention Institute (CPI). MAPA® training was established in 1988 and has been one of Crisis Prevention Institute (CPI)'s most popular programmes. Over the years, the CPI has updated the training curriculum to align with RRN standards. In 2021, they restructured MAPA® into two programmes: Verbal Intervention™ and Safety Intervention™. The MAPA framework has now been superseded by the new CPI framework. The following levels of training provided by NHS Shetland for the prevention of violence and aggression are as follows:

Verbal Interventions – Level 1	
Programme	• 2 Hours Training via 'Teams'
Programme Objectives	• Participants learn to recognise signs of distress and gain a broad range of tools to help them intervene early to prevent conflict and escalation. • Gain a clear understanding of using the right skills at the right time to effectively de-escalate when conflict arises, so that a behavioural crisis doesn't occur.

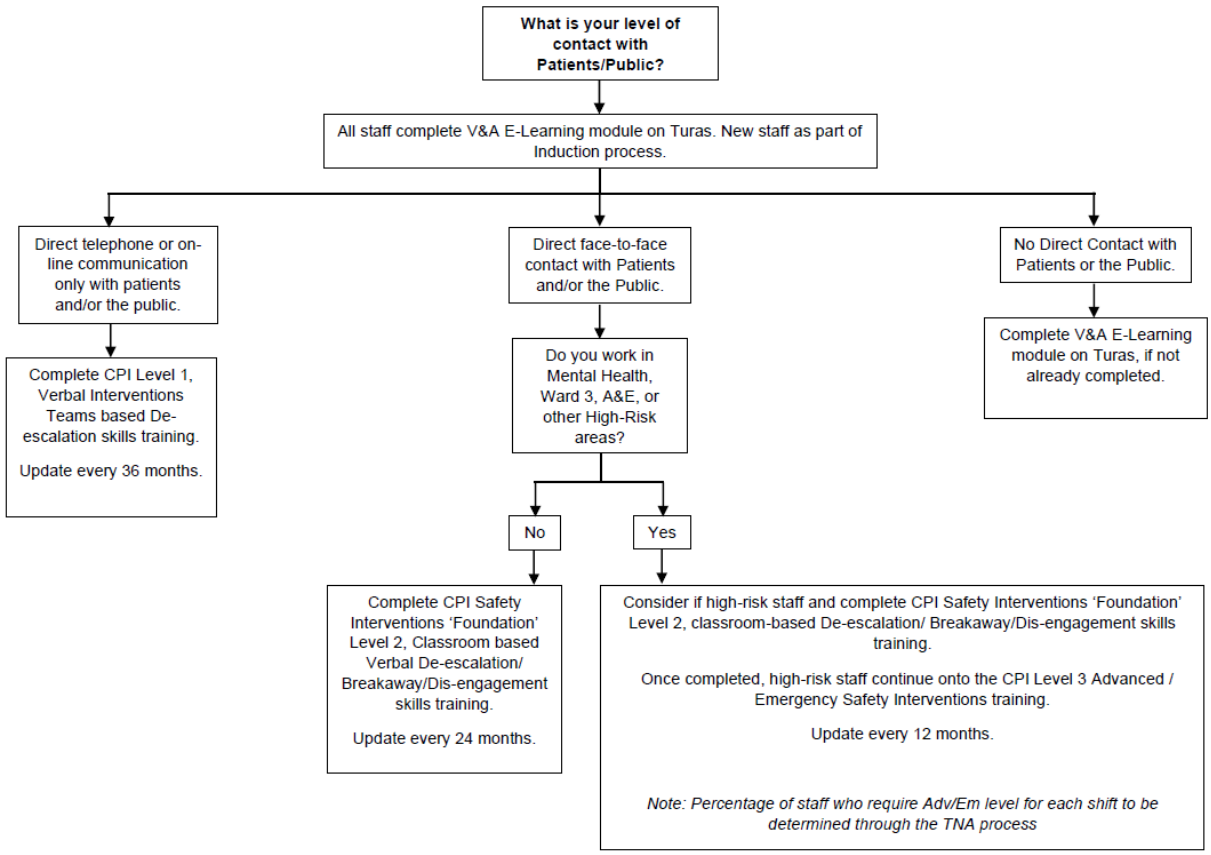
Safety Intervention – Foundation - Level 2	
Programme	1 day classroom training
Programme Objectives	• Identify and know how to respond to various levels of crisis behaviours.

	• Recognise how to manage your own consistent, calm behaviour in order to influence a positive outcome in a crisis situation. • Learn strategies to strengthen non-verbal communication • Develop limit-setting strategies when verbally intervening to de-escalate defensive behaviours. • Learn safety intervention strategies to maximise safety and minimise harm. • Explore the Decision-Making Matrix SM when assessing Risk Behaviour. • Demonstrate and practise non-restrictive and restrictive interventions that are consistent with a set of physiological principles. • Explore a framework to help guide staff and the individuals in distress through a process of re-establishing the relationship

Safety Interventions - Advanced and Emergency Level 3	
Programme	Safety Intervention 'Foundation' Level 2 completed prior to attending Safety Interventions 'Advanced / Emergency' Level 3 course (Total 1.5 days classroom training).
Programme Objectives	• Describe the principles of risk assessment and risk reduction and demonstrate how to undertake a behavioural risk assessment. • Provide a legal and professional rationale for decision making and give justification for actions made in relation to risk behaviour including the use of physical interventions. • Assess a specific range of behaviours using the Brøset Violence Checklist to predict the likelihood of a crisis event. • Demonstrate the use of physical interventions that are consistent with a set of physiological principles. • Describe the warning signs associated with the adverse impact of physical interventions and identify the necessary corrective actions to minimise harm. • Define the roles of incident manager/team leader and other team members for team interventions to ensure safety for both staff and person in distress • Assess risk using the Decision-Making MatrixSM to determine if additional staff are needed during physical interventions.

	• Assist the individual experiencing Tension Reduction to consider alternative, more appropriate behaviours using the IBERA framework

NHS Shetland Violence & Aggression Training Needs Flow-Chart



5. Equality and Diversity

The Disability Discrimination Act (2005) places a duty on all public authorities, when carrying out their functions, to have due regard to the need to promote equality and outlaw unlawful discrimination against disabled people. The Act also requires us to take steps to take account of a disabled persons' disability, even where that involves treating disabled persons more favourably than others. The Board recognises this public duty, and staff at all levels of the organisation are required to consider whether reasonable adjustments need to be made in order to respond to the diverse needs of patients with mental health conditions, profound learning disabilities, or who lack capacity in some way.

The Board also recognises the gender and race equality duty, and it encourages all members of staff to provide details of any disability, gender or racially motivated abuse when they report incidents. This in turn enables the analysis of violent and aggressive incidents to be monitored and reported.

Further details about harassment and bullying are contained in the Once for Scotland, Bullying and Harassment policy.

The Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff reflects their individual needs and does not discriminate against individuals or groups on any grounds. This policy has been appropriately assessed.

6. Consultation, Implementation and Review

This protocol is subject to approval and reviewed by the Health, Safety and Wellbeing Committees.

Consultation with Trade Union representatives is provided through these committees.

This protocol will be implemented in accordance with standard NHS Shetland development, management and authorisation processes. The Protocol will be subject to review every 3 years, unless significant changes are required to training arrangements that necessitate a premature protocol review.

7. References

- Crisis Prevention Institute,
- Health and Safety at Work etc. Act 1974,
- NHS Scotland Bullying and Harassment Policy,
- Reporting of Injuries, Diseases & Dangerous Occurrences (RIDDOR) 2013
- Safe and Well at Work: Occupational Health and Safety Strategic Framework for NHS Scotland
- Self-defence and the Prevention of crime
- Criminal Justice (Scotland) Act 2016
- The Management of Health and Safety at Work Regulations 1999
- Work-related Violence and Aggression Policy Overview | NHS Scotland
- Lone Working Policy Overview | NHS Scotland
- Microsoft Word - Physical_Intervention_Policy_v7.0_02_September_2025.doc

7.1. Supporting Documents

- Preventing Workplace Harassment and Violence, HSE,
- Violence and aggression: short-term management in mental health, health and community settings (NG10)
- Work-Related Violence
- Protocol for dealing with Violence & Aggression towards Primary Care Staff